We Care. We Act. We Change Lives.

ARKANSAS DEPARTMENT OF HUMAN SERVICES

EMPLOYEE HANDBOOK

June 2019

DHS Secretary
Cindy Gillespie

"Together, we can create a culture in which we turn care and concern into action that changes the lives of our fellow Arkansans."

DHS Deputy Director
Keesa Smith

DHS Deputy Director
Dawn Stehle

TOGETHER

CHANGE LIVES

TABLE OF CONTENTS

5
MORE THAN A GOVERNMENT AGENCY

6-7
THE PERKS OF WORKING FOR THE STATE

Retirement / Career service bonuses / Paid maternity leave / Children's educational activity leave / Wellness program / Discounts / Birthday leave / Arkansas Healthy Employee Lifestyle Program

8-9
HOW THINGS WORK AROUND HERE

Getting paid and viewing your paystub / Leave and State holidays / Inclement weather

9-12
WHAT WE EXPECT OF YOU

Reporting abuse and neglect / Acting ethically every day / Don't ignore it, report it
Aiming higher than "good enough" / Keeping sensitive information confidential
Using email properly / Using the internet appropriately / Abstaining from alcohol or drugs while working

13
HOW AM I DOING?

Probation / Getting a promotion / Earning more money

14
MORE TOOLS IN YOUR TOOLBELT

Training opportunities / Using a State car / EASE app / Share site

15-16
SHARING OUR STORY

Responding to the media / Responding to elected officials / Let's get social

16-17
ASKING FOR HELP

IT helpline / HR / Employee Benefit Division / Arkansas Public Employee Retirement System / Employee Assistance Program / Workplace injury / Arkansas Administrative Statewide Information System

18-21
WE HAVE OUR OWN LANGUAGE HERE

Emails / DHS style for writing / Logos / Using DHS letterhead / Organizational chart
History of DHS

*Nothing in this handbook overrides DHS and/or state policies related to the topics described in the following pages. All state policies can be viewed by going here.

VISION MISSION & CORE VALUES

VISION

Arkansas citizens are healthy, safe, and enjoy a high quality of life.

MISSION

Together we improve the quality of life of all Arkansans by protecting the vulnerable, fostering independence, and promoting better health.

CORE VALUES

Compassion Respect Trust
Courage Integrity Accountability

MORE THAN A GOVERNMENT AGENCY

Welcome! The Arkansas Department of Human Services (DHS) is a place where we tackle big social issues with compassion, courage, respect, integrity, trust, and action. This is not always easy or appreciated. But the work we do matters — to our neighbors and people in every community in the state. It matters because we:

- *Make sure child care centers and nursing homes are safe for everyone regardless of income.*
- *Provide health care and support for eligible Arkansans of all ages and abilities. That means we infuse billions of dollars into communities when we pay local doctors, hospitals, therapists, nursing homes, and others who keep people healthy and thriving.*
- *Serve, protect, empower, educate, and encourage children, families, adults, and people with disabilities so they move toward a better future, and so much more.*

So whether you are processing applications, answering phones, conducting investigations, crunching numbers, working directly with clients, supporting other staff, or working as part of a team to make big policy changes, know that we could not accomplish our mission without you.

And rest assured you haven't simply joined a government agency. You have joined a tight-knit community of more than 7,000 strong. We are a team that is constantly pushing each other to be better, to think outside the box to solve problems, and to never be OK with "good enough."

Finally, know that this handbook was written by people who have been where you are — new to DHS and anxious about what is ahead. We are so excited you are here, and we encourage you to push yourself to do great things even when it is hard to do so. That's how you change lives and the State of Arkansas for the better.

THE PERKS OF WORKING FOR THE STATE

Yes, we offer the usual things such as health and life insurance, paid days off, and sick leave. But there are a lot of perks that keep people employed at DHS for decades.

Retirement

A career at DHS will provide a perfect foundation for your retirement. Not only can you become eligible for a traditional pension (State retirement) that many businesses no longer provide, but the State also offers other ways to save for your future through the Arkansas Diamond Deferred Compensation Plan. All employees hired after July 1, 2005, are required to contribute 5 percent of their pre-taxed earnings to the Arkansas Public Employees Retirement System (APERS) for the traditional pension. The contributions are deducted from your paycheck, and DHS also contributes a certain percentage of your salary each month toward your retirement. After five years of service, you will be vested, meaning you will be eligible for future monthly retirement payments. Employees hired in 2014 or later will have 3 percent of their earnings automatically deducted and placed into an Arkansas Diamond plan. Employees can opt out of this plan. If you leave your job before you are vested, you can receive a refund of your contributions.

To learn more about the pension, visit http://www.apers.org/.

To learn more about the Arkansas Diamond plan visit https://myplan.voyaplans.com.

Career service bonuses

We value employees who make working at DHS their career. So after 10 years as a full-time employee, you will be eligible for an annual bonus (part-time employees may receive a pro-rated bonus). It's our way of saying thanks for being part of the DHS team.

10-14 Years: $800 // 15-19 Years: $1,000 // 20-24 Years: $1,200 // 25 or more years: $1,500

Paid maternity leave

We also value family and want to do what we can as an agency and a State to support new parents. If you have been with the agency for more than a year and are female, you can be paid for some of your maternity leave (up to four consecutive weeks) within the first 12 weeks after the birth or adoption of a child. You do not have to exhaust your sick or annual leave prior to being awarded paid maternity leave. A father is not eligible for Catastrophic Leave for Maternity Purposes.

Your HR representative can tell you more.

Children's educational activity leave

We know it is important for parents and grandparents to be able to participate in their children and grandchildren's school activities. So each calendar year, you can take up to eight hours of educational leave to attend school activities, such as parent-teacher conferences, field trips, or awards ceremonies. There are many other types of leave available, such as jury duty, disaster services volunteer, organ and bone marrow donor and more.

Wellness program

State employees are eligible for services offered through the ARBenefits here. The program offers free and confidential certified wellness coaches and online health tools. The topics for wellness can vary each year. Here are examples of programs that have been offered:

- Tobacco cessation
- Healthy eating
- Diabetes prevention
- Weight management
- Cardiovascular maintenance
- Health risk assessments
- Stress reduction
- Exercise
- Sleep health

Discounts

Many businesses offer discounts on services to State employees, including cell phone companies, gyms, and in some cases restaurants. The members of the Arkansas State Employees Association also can get discounts. If you want to know whether a business you deal with offers a discount, we encourage you to ask as there is no one place where all discounts can be found.

To learn more about the discounts offered through the association or how to join, go to https://www.aseaar.org.

Birthday leave

Hooray! You get a paid day off each year for your birthday. You can take it on your birthday with approval from your supervisor or save it for another day. So Happy Birthday to you!

Arkansas Healthy Employee Lifestyle Program (AHELP)

The Arkansas Healthy Employee Lifestyle Program (AHELP) rewards employees for making healthy choices about food, exercise, and smoking. Employees can earn rewards and even time off.

To learn more about the Arkansas Healthy Employee Lifestyle Program, go here.

HOW THINGS WORK AROUND HERE

Getting paid and viewing your paystub

You are paid every two weeks, but you will not get a paper check. You must have direct deposit. Paychecks will be deposited no later than 9 a.m. on payday. To look at your pay stub, go to https://ease.arkansas.gov/. See the "Asking for help" section of this handbook to learn how to get a password. You can log on at work, at home, and even from your phone or other mobile devices.

Leave and State holidays

There is a lot to know about how the State handles paid time off. Generally, there are two main kinds of paid time off — leave (annual and sick) and State holidays. If you do not use all of your leave in the calendar year you earn it, it will roll over. That means you can save up your leave and use it at a later time. But there is a limit to the amount of leave you can roll over annually.

- Annual 30 days (240 hours)
- Sick 120 days (960 hours)

Hours in excess of these limits will be forfeited if not used by December 31 of each year. Luckily, you can donate your leave to the Catastrophic Leave Bank. Full-time employees with a medical emergency who have exhausted all of their annual, sick, holiday, and compensatory leave and who have met certain other requirements can request leave from the Catastrophic Leave Bank. To learn more, contact your HR representative. Leave is not considered earned until the last working day of the month, and is not available to be used until the first day of the following month. We expect your supervisor to approve sick and annual leave in advance. When that is not possible, speak to your supervisor. We also observe 10 official State holidays each year.

Holiday	Observed
New Year's Day	January 1
Dr. Martin Luther King Jr. Birthday	3rd Monday in January
President's Day & Daisy Gatson Bates Day	3rd Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	1st Monday in September
Veterans Day	November 11
Thanksgiving Day	4th Thursday in November
Christmas Eve	December 24
Christmas Day	December 25

Depending on your schedule and the kind of job you do, you will be able to have that State holiday off, earn holiday pay for working that day, or accrue additional leave time. Talk with your supervisor about whether you will need to work on a recognized State holiday.

Inclement weather

There could be times when state offices have delayed openings or are closed due to dangerous driving conditions caused by weather. The easiest way to find out whether that is happening in Pulaski County is to sign up for weather alerts at www.Arkansas.gov or call 501-682-2423. Employees outside of Pulaski County should contact their supervisors. Because we operate facilities that require staff 24 hours a day, seven days a week your position may be considered "critical." Critical employees are required to show up for work regardless of road conditions to ensure client safety. Talk with your supervisor about whether you are considered a "critical" employee.

WHAT WE EXPECT OF YOU

Reporting abuse and neglect

One of the many roles of DHS is to protect children and vulnerable adults. But it is not just the responsibility of employees working in those areas to report suspected abuse or neglect. IT IS ALL OF OUR JOBS, and to make sure we take that seriously, the State Legislature made it a law that all DHS employees — whether you are on a grounds crew at a facility or the head of the agency — must call the child abuse or adult abuse hotlines if they have a reasonable cause to suspect a child or adult is or has been abused or neglected. This is a requirement even if you aren't at work. All DHS employees are "mandated reporters," and you could be charged with a class A or class C misdemeanor for failing to report.

To report abuse or neglect:

Child Abuse Hotline — (800) 482-5964

Adult Protective Services — (800) 482-8049

For more information about what abuse and neglect look like and to take a short online training about being a mandated reporter, go here.

Acting ethically every day

Honestly it's not that hard to figure out what ethical means. Simply put, it is doing what is right even when that may not be in the best interest of you or your friends and family. Though acting ethically is important at all businesses, agencies, and non-profits, it is particularly important at a State agency. We owe it to taxpayers to make smart decisions about their tax dollars, to be honest, and to stick to the highest ethical code. For example, if you oversee a contract for DHS and the contractor offers you a job, it is not OK for you to talk with the contractor about that. That does not mean you can't apply, but DHS has set up a process to help you navigate these sticky issues. Employees who enter discussions about a potential job with a DHS contractor, subcontractor, or provider related to the employee's official duties shall immediately notify the DHS Ethics Officer at DHS.OCC.Ethics@dhs.arkansas.gov.

The ethics officer will ensure the employee is removed from any potential conflicts of interest if or when necessary. These rules are in place to help you make smart, ethical decisions.

Here are just a few:

- You can't be employed at two State agencies at once, unless the Chief Fiscal Officer for the State has given prior approval, the two positions do not interfere with each other, and the combined salaries do not exceed the highest salary in your pay grade.
- You can't use your position or the knowledge you gain from your job for private or personal advantage.
- You can't accept gifts, entertainment, personal favors, or preferential treatment that could influence or appear to influence the decisions you make as an employee of DHS. For more rules about accepting gifts, go here.
- You cannot work your own cases or cases of people with whom you have a close personal relationship.
- You should only access client records that are required for you to do your job.

Don't ignore it, report it

Because we expect employees and the vendors we work with to act ethically every day, we want to make sure you know what to do when you see something wrong. Empowering you to act will ensure that DHS knows about unethical, illegal, and/or fraudulent activity and can do something about it. You do not have to complete an investigation and have 100 percent proof that someone committed fraud or may have done something unethical or illegal. You just have to have a reasonable suspicion that something is or has happened.

So if you suspect:

- Fraud on the part of a provider, vendor, beneficiary, or fellow employee, please call our Fraud and Abuse Hotline at (800)-422-6641 or email DHSIntegrity@dhs.arkansas.gov.
- A violation of state or federal privacy or information protection laws, please report it here .
- Employee misconduct or are unsure where to report your information, please report it here.
- If you have a concern about security that isn't an emergency, please email the DHS security office at security.concerns@dhs.arkansas.gov

If you or your colleagues feel you are in immediate danger, please call 911.

Aiming higher than "good enough"

The work we do is serious — often lives literally depend on an application being processed, an investigation being completed, or problems being fixed quickly. So if you were in our clients' shoes, would you want a worker who is OK with "good enough?" Someone who takes days to respond to emails and calls, never smiles, and says, "Sorry, not my job?" Or would you want someone who responds quickly, treats you like a human not a number, and says, "Let me see if I can find someone to help you" even when that isn't their job? As serious as the work can be, it is extremely rewarding and fulfilling. The more you put into your job, the more you will get out of it.

Keeping sensitive information confidential

DHS employees handle and have access to lots of people's personal information, and it is important that we do everything we can to protect that information so that no unauthorized person gets access to it. Not only is that the ethical thing to do; it's also the law.

There are many ways to protect clients' personal information,

- Leave all client-related paperwork at work and out of sight of prying eyes.
- Only talk about clients or their cases with people who NEED to know what is happening, and do so in private.
- Reach out to the DHS privacy officer at DHSPrivacyOfficer @dhs.arkansas.gov if you have questions about what information can and cannot be released.
- Secure laptops, work phones, and other work-related equipment or files so that they cannot be easily accessed.

Using email properly

Your state email account is for work only and emails you send can be considered public records under the Arkansas Freedom of Information Act. So be smart about how you use your state email account.

- Use it only for work correspondence. That means not using it to send jokes and inspirational messages.
- Don't use your state email address to sign up for store coupons and sales notification.
- Don't use your state email address to sign up for newsletters, and other subscriptions that are not related to your job.
- Always put an out-of-office auto-reply on your email if you are on leave or without regular access to your email.

Using the internet appropriately

Accessing the internet may be a necessary part of your job. If you have access to the internet on your work computer, laptop, phone, or tablet, you should use it for business only. While we understand there may be a need for incidental personal use, there are rules about the type of content you can access.

- Use these devices for work purposes.
- Don't access sites with sexual, offensive, or other inappropriate content.
- Don't save credit card, personal passwords, or other information so that it shows up automatically.
- Don't download software without checking with IT.

Abstaining from alcohol or drugs while working

This rule is pretty simple. We need you to be at your best while on the clock for DHS. So you are not allowed to use alcohol or illegal drugs at work nor are you allowed to work impaired. If you take prescription medications that may impair your ability to do your job, talk with your supervisor.

HOW AM I DOING?

Probation

During your first six months on the job, you will be on probation. It's not that you've done anything wrong — we just want to make sure the job is a right fit for you and your skills. Your supervisor can extend the probation period if she or he thinks that you could use more time to develop skills necessary for the job or if your performance is not what the supervisor had hoped it would be. Use this as a time to expand your skills. Ask questions. Seek out a mentor. Request additional training. An employee who wants to grow and learn is an employee we hope will stay with DHS for years.

Getting a promotion

DHS is a large organization with lots of opportunities to move up. And that's exactly what we want driven, hard-working, and innovative employees to do. But we also know that some people love the positions they are in, and that's OK, too. We love employees who are passionate about their jobs and the people they serve. For managers, we are not looking for bosses. We are looking for strong leaders — people who are honest, fair, support their employees, and who are willing to think outside the box to accomplish new things or solve problems.

To find jobs at DHS, go to www.arstatejobs.com.

Earning more money

Whatever position you are in, you will get a chance to earn a raise. We call it a "merit raise." How much you get depends on two things: (1) the overall State budget, and (2) What type of employee you are. Are you doing the bare minimum to keep your job? Are you a solid performer who always can be counted on? Or are you someone who goes the extra mile and serves as a true role model for other employees? Your raise will be based on an annual employee evaluation, and your supervisor will go over your performance with you. Promotions also come with a raise. Generally, an employee who is promoted receives up to a 10% salary increase or, if the current salary falls below the entry pay level, the salary may be adjusted to the entry pay level of the pay grade for that job. An employee's rate of pay after a promotion cannot exceed the maximum pay level of the grade.

MORE TOOLS IN YOUR TOOLBELT

At DHS, we have high expectations of employees, but also understand that we need to give you the tools you need to do your best work. That's why we want to foster a love of learning and a willingness by employees to grow professionally. We also want to give you access to tools that help you do your job effectively and efficiently.

Training opportunities

We offer dozens of training programs at no cost to employees. Trainings span from using Microsoft Excel to working with difficult people. Some, like ethics training, are mandatory. These trainings are online and in-person. To learn more about trainings opportunities visit the Organizational Development and Training, here .

Using a State car

In some jobs, you may need access to a state car to carry out your duties. Talk to your supervisor about whether you need access to and can use a state car.

EASE app

If you have a smartphone, then this app is for you. EASE is the website where you can view your paystub and how much leave you have accumulated. It's also a place where supervisors complete employee evaluations and some employees can approve purchase orders. The EASE app allows you to do all of this from your smart phone or tablet. To download the free app, go to the App Store and search for SAP Fiori. You will need your EASE username and password.

Share site

DHS is a big agency with lots of moving parts, policies, and forms. To help employees navigate the agency, we have set up an internal website, called SHARE, where you can find policies, forms, and much more. Just click here and it will take you to that site.

SHARING OUR STORY

We love to brag about our amazing employees and the hard work you do as a public servant. DHS has a monthly newsletter, social media channels, and regular contact with media outlets across the state and throughout the country. The DHS Office of Communications and Community Engagement (OCCE) is the go-to place for all of these.

Responding to the media

Reporters have lots of questions. To make sure reporters get what they need and that we're all providing the right information, all media questions and interviews are handled through our Office of Communications and Community Engagement. You can reach the office by calling (501) 682-8650.

Responding to elected officials

Part of the job of legislators and other government officials is to advocate for their constituents. Often that translates into those elected officials having questions about how a specific DHS program is working for his or her constituent. To ensure legislators, sheriffs, county judges, and other elected officials can get the information they need to do their jobs, DHS has set up an Office of Legislative and Intergovernmental Affairs to serve as a direct contact to elected officials.
So if you get a call from an elected official, please let that office know immediately.
You can reach the office by calling (501) 682-8650.

Let's get social

Social media has become a great place for agencies like DHS to tell their own story through real people. OCCE oversees and approves all official DHS social media.

You can follow:

- DHS Facebook page by searching for @ArkDHS
- DCFS Facebook page by searching for @archildwelfare
- Better Beginnings Facebook page by searching for @ARBetterBeginnings
- DHS Twitter account by following @ARHumanServices
- DHS YouTube page by going here and subscribing

Once you are following us on these platforms, we encourage you to share our content — be our voice and help tell our agency's story. But know there are few important rules to follow when it comes to using social media. DHS employees must never share, post, or expose confidential information about DHS clients, patients, partners, or other employees on any publicly accessible website or social media account. Employees also should avoid posting on social media sites while at work, unless you have approval.

ASKING FOR HELP

Information Technology helpline

- (501) 682-HELP [Pulaski County]
- (800) 435-7989 [Toll Free]
- DIS.callcenter@arkansas.gov

Human Resources

- Contact your division or office's HR representative. You can find their contact information on DHS Share.

Employee Benefit Division (EBD)
(877) 815-1017 [Toll Free] or (501) 682-9656

DFA Public Site: http://www.dfa.arkansas.gov/employee-benefits-division

ARBenefits system: www.arbenefits.org

General E-mail: AskEBD@dfa.arkansas.gov

Arkansas Public Employees Retirement System (APERS)
http://www.apers.org

Ph: (501) 682-7800 [Pulaski County]

Ph: (800) 682-7377 [Toll Free]

Employee Assistance Program (EAP)

Your EAP is designed to provide short-term counseling services, work-life support, legal, and financial guidance to help you and your family handle concerns constructively before they become major issues.

Areas of assistance include:

- Confidential, free counseling
- Legal assistance and support
- Financial information and resources

Personalized work-life solutions for childcare, eldercare, moving and more!

Call GuidanceResources 24 hours a day: (877) 247-4621.
For more information about EAP services, click here.

Workplace injury

Call the 24-hour Nurse Line (855)-339-1893

Arkansas Administrative Statewide Information System (AASIS) Help desk: (501) 683-2255

How do I get access to AASIS?

To get your initial password, you will need your AASIS User ID and personnel number. To get this information, contact your agency personnel department prior to contacting the Help Desk. Once you have obtained this information, the AASIS Help desk can provide you a temporary password. You can reset your password on the EASE login page.

WE HAVE OUR OWN LANGUAGE HERE

Emails

Should contain standard signature block per DHS Style Guide:

First & Last Name | Arkansas Department of Human Services
Division/Office
Title
Street Address |City, AR ZIP
Phone
DHS email address
NOTE – This email may contain sensitive or confidential information.

Font for the signature: Garamond (12-point). Signature font color: Black.

Should not contain:

- A background color
- Content that is religious or political in nature
- Personal philosophies, quotes and/or slogans
- Links other than those that are DHS, division, or program websites and DHS social media

DHS style for writing

- Use the Oxford (serial) comma: red, white, and blue.
- One space after a sentence.
- By state law, the possessive of Arkansas is Arkansas's.
- Website, homepage, and email: one word, no hyphens.
- Arkansas Department of Human Services and DHS; not Arkansas DHS and not the DHS.
- A comma comes after the day and year in textual sentences: January 3, 2018, was cold.
- Percentages should be written using the numeral and spelling out the word: 50 percent.
- Don't CAPITALIZE or underline for emphasis. Use **bold** or *italics*.
- Punctuating bullets: No ending punctuation (no commas or semicolons) unless they are all complete sentences (then end each sentence with a period).

- Avoid acronyms. If an acronym is required, be sure to spell out acronyms the first time used and repeatedly in separate sections and chapters of a long document.
- Be policy neutral. Avoid words like plummeted, skyrocketed, slashed, spiked, and huge.
- Use simple words: additionally → also; utilize → use; in order to → to; numerous → many.

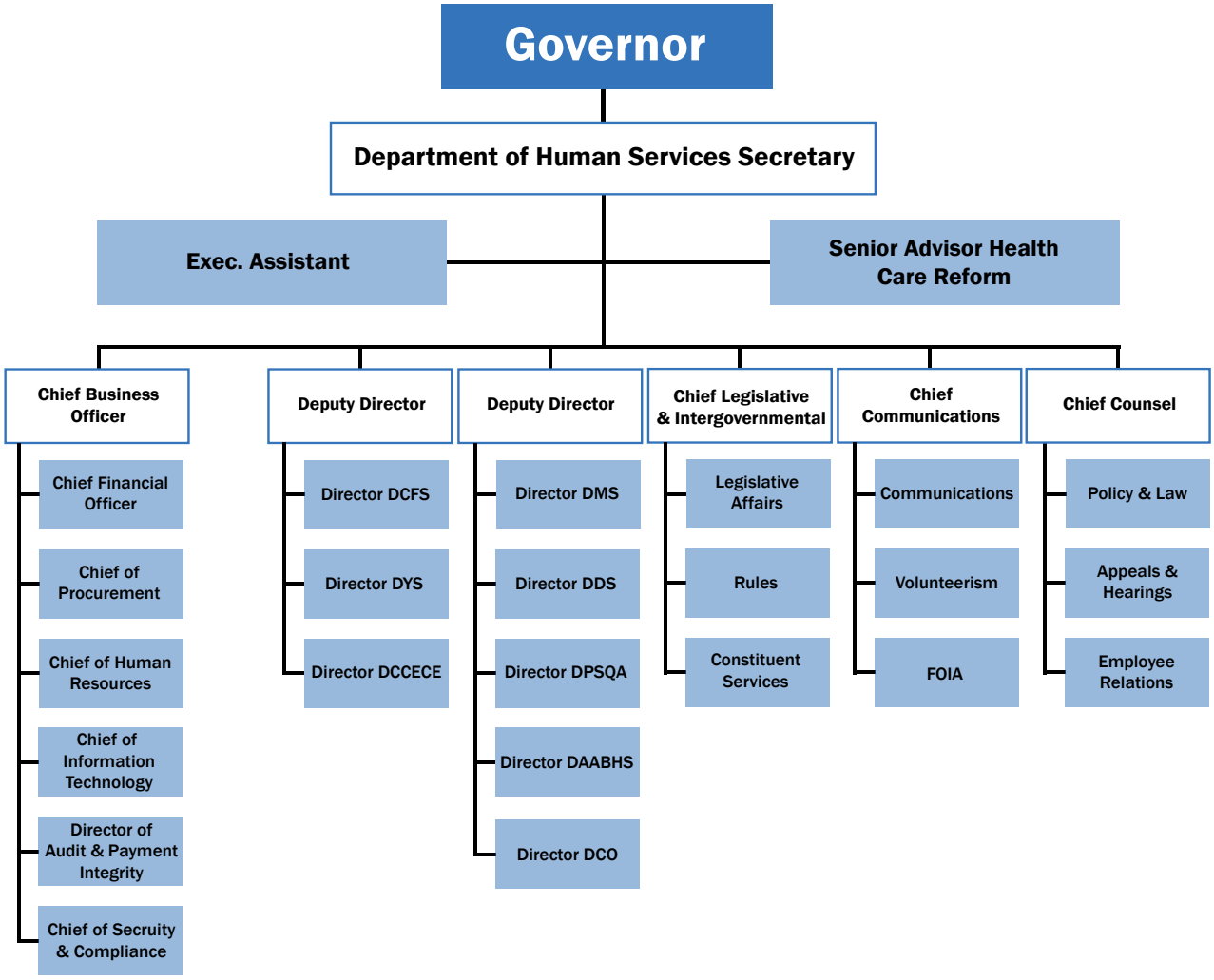
Logos

- Only use high-definition version of DHS logos provided by OCCE.
- All external communications from DHS and its partner entities should feature the DHS logo or the DHS Division-Office logo.
- Follow DHS Style Guide for sizing, placement, and appropriate logo selection.

Using DHS letterhead

DHS letterhead is for official business only. To make sure it has a consistent look and feel no matter what division or office is using it, we have created a letterhead library, which you can find here. Please do not alter the basic elements of the letterhead (logo, layout).

Organizational Chart



ARKANSAS DEPARTMENT OF HUMAN SERVICES

HISTORY

1971

The Department of Social and Rehabilitative Services, the forerunner of the Arkansas Department of Human Services, was created by Act 38 as part of Governor Dale Bumpers' plan to reorganize and streamline the executive branch of Arkansas State Government.

Structural Changes Timeline

1977 The Office of Aging and Adult Services established within the Director's Office

The name "Department of Social and Rehabilitative Services" changed to the "Department of Human Services"

The Juvenile Training Schools, agencies and board abolished, and a new Division and Board of Youth Services created

1979 The Office of Title XX was established within DHS

1983 Division of Services for the Blind, with newly created board, established within DHS

1985 Reorganization of DHS mandated by Act 348. Department of nearly 7,800 employees working with intent of offering services efficiently and effectively

1993 The Division of Youth Services was created

1994 The Division of Finance and the Division of Management Services combined into the Division of Administrative Services

1995 DHS State Institutional System Board created by Act 1162 of 1995; State Hospital Board and Arkansas Youth Services Board abolished

The Division of Economic and Medical Services reorganized to establish a separate Division of Medical Services and an expanded Division of County Operations

1997 The Division of Child Care and Early Childhood Education (DCCECE) created

2005 The Department of Health was merged into the Department of Human Services to form the Department of Health and Human Services

2007 The Department of Health separated from the Department of Health and Human Services reverting to independent Department of Health and Department of Human Services

2011 The Division of Volunteerism became the Division of Community Service and Non-Profit Support (DCSNS)

2015 Reorganization of DHS reduced number of divisions to nine. Merged DCSNS with the Office of Communications and merged two divisions to create the Division of Aging, Adult, and Behavioral Health Services (DAABH). Also created the Division of Provider Services and Quality Assurance (DPSQA)

2018 Government transformation removed Division of Services for the Blind, AmeriCorps, the Low Income Energy Assistance Program, and the state-funded pre-k from DHS.

ARKANSAS DEPARTMENT OF HUMAN SERVICES

Compassion

Respect Courage

Integrity Trust

Accountability

We are so glad you are here.

Welcome to the Team!